



Big Brothers Big Sisters
of Metropolitan Chicago

Position: Match Support Specialist

Reports to: Manager, Community Based Match Support

FLSA Classification: Exempt

Position Summary:

The Match Support Specialist is responsible for providing case management services to the volunteers and children matched in one-to-one mentoring relationships. The purpose of match support is to ensure child safety, promote positive impacts for youth, and foster a constructive and satisfying relationships between children and volunteers, in addition to a strong sense of affiliation with Big Brothers Big Sisters of Metropolitan Chicago on part of the volunteers. This position will produce positive outcomes in the following areas: match closure rate, average match length, volunteer/child rematch rate and customer satisfaction. This position requires approximately 35% travel throughout BBBSMC service area in order to meet with matches as determined by caseload and position responsibilities below.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Responsibilities:

1. Through scheduled in-person, telephone and electronic contact with parent, child and volunteer, ascertain that the elements of child safety, match relationship development, positive youth development and volunteer satisfaction are fulfilled and that potential problems and barriers are identified and addressed as early as possible.
2. Provide timely and comprehensive written summaries of all match support contacts in AIM, real-time web based contact management software, in order to comply with BBBS standards.
3. Conduct Match Introduction Meetings for all new matches, Match Intervention Meetings, and other meetings as needed with match parties.
4. Plan and Facilitate match activities as assigned that offer volunteers and children a variety of opportunities for group interaction and agency affiliation.
5. Attend other agency activities to ensure positive growth in match relationships as assigned by Supervisor.
6. Facilitate New Mentor Training for volunteers on a quarterly basis
7. Establish, monitor and meet goals for match length and customer satisfaction.

8. Enter and maintain database changes in addresses, phone numbers, workplaces and other volunteer/client information.
9. Utilize the Program Outcome Evaluation (POE) survey tool to assess match impact on youth development; Strength of Relationship survey (SOR) to determine strength of the match relationship; and Youth Outcome Surveys (YOS) to determine child's growth in the program. Additional tools may be utilized as needed.
10. Conduct exit interviews by phone with all parties at match closure. Assess reasons for match closure and re-match/re-engagement potential.
11. Identify and promote re-engagement of volunteers as Bigs, board members, donors and in other volunteer capacities.
12. Share with Development and Marketing department staff potential partnership relationships as discovered through volunteers and parent/guardian's employers and/or affiliations.
13. Other duties as assigned.

Skills and Qualifications:

- A belief in the Mission and Vision of BBBS
- Bachelor's degree in social services, human services or related field required.
- Prior case management experience preferred.
- 1-2 Years of child development experience and/or experience working with children in a social services environment is required.
- Assessment and relational development experience with child and adult populations.
- Understanding of child development and family dynamics.
- Experience working in diverse populations is preferred.
- Excellent oral and written communication skills.
- Bilingual (English/Spanish) a plus
- Ability to work both in team and independently exercising good judgment, make sound decisions & problem solve.
- Ability to work with confidential information required.
- Must be an integral person with strong interpersonal skills
- A strong commitment to quality and results
- Strong computer skills - Proficiency in Microsoft Office and internet based applications
- Must have reliable transportation and be willing to travel as necessitated by job responsibilities.
- Must be able to work at least 2-3 evenings per week and some weekends as required to fulfill job responsibilities.

Work Environment:

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

If interested in applying, please forward your resume, cover letter and salary requirements to:

humanresources@bbbschgo.org

Big Brothers Big Sisters of Metropolitan Chicago

Attn: Human Resources

560 W. Lake St., 5th Floor

Chicago, IL 60661

BBBS is an Equal Employment Opportunity Employer.